GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:2474
ANSWERED ON:31.07.2002
VISIT OF CGHS DOCTORS IN EMERGENCY CASES
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Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) the guidelines issued by the Government to the CGHS dispensaries in regard to visits of doctors at CGHS beneficiary residence in the hour of emergency;

(b) whether the Government are aware that the doctors at the night duty in the CGHS dispensaries decline to visit the residence of CGHS beneficiary in the emergency circumstances;

(c) if so, whether complaints have been received by the Government in this regard; and

(d) the steps taken/being taken by the Government to ensure compliance of Government directives in the matter?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND FAMILY WELFARE (SHRI A. RAJA)

(a): A copy of the guidelines is at Annexure-I.

(b): No such complaints have been received by the Government in this regard.

(c)&(d): In view of (b) above, the question does not arise.

Annexure -1

GUIDELINE FOR DOMICILIARY VISITS

(a) All Medical Officers including specialists are expected to attend to domiciliary calls from patient when necessary. Such attendance is to be restricted to cases where the Specialists/Medical Officer is satisfied of a necessity due to the inability of the patient to attend the hospital/dispensary on account of severity of illness, or when long hospitalization is not feasible due to the protracted nature of illness.

(b) Domiciliary visits except in cases of emergent nature, should be made before or after the dispensary working hours.

(c) Such visits, requested during the working hours should be made by the Medical Officers receiving the call and not left to the doctor on emergency duty.

(d) In case a visit becomes necessary during the working hour the Chief Medical Officer Incharge/Medical Officer Incharge should be informed to ensure that a far as possible not more than one Medical Officer is absent from the dispensary at any one time, during the working hours. He should keep Chief Medical Officer Incharge informed of his departure and arrival from the visit.Relevant entries of Domiciliary visits by the Medical Officers must be made any signed by him before he leaves the dispensary for visit.

(e) Lady doctors are expected from paying domiciliary visits during 8.00 P.M. to 6.00 A.M.

(f) Since the Medical Officers are in receipt of conveyance allowance for purposes of domiciliary visits there should be no question even by suggestion, of conveyance facilities being provided by the patients.

(g) All medical officers are to maintain a record of domiciliary visits in a common register as per proforma vide Appendix. A quarterly return will be sent to the competent authority duly certified by the Medical Officer Incharge that the visits have been entered in the register maintained for this purpose,. The visits of Medical Officer incharge will be countersigned by the Dy. Director, CGHS (Zonal).

(h) The domiciliary visit should also be undertaken on phone call after ascertaining the basic information regarding nature of illness, address, token No., name of calling person with phone number etc. The Medical Officer before proceeding on visit should recheck by phone if he doubt the genuineness of the call.

(i) All Medical Officers should carry emergency bag containing BP instruments, Sterile syringe, thermometer and emergency

medicines. The medicines of emergency expended during domiciliary visit should be immediately replaced.